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# **VELOCITY®** bagged

**USER'S GUIDE**  
6221 SERIES

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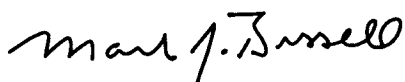
## Thanks for buying a BISSELL Velocity Bagged vacuum

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL vacuum is well made, and we back it with a limited one-year limited warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your carpet cleaner.

Thanks again, from all of us at BISSELL.



Mark J. Bissell  
Chairman & CEO

# IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

## READ ALL INSTRUCTIONS BEFORE USING UPRIGHT VACUUM

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

## **WARNING:**

### **To reduce the risk of fire, electric shock, or injury:**

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Unplug before attaching the TurboBrush® Tool.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Close attention is necessary when used by or near children.
- Do not use for any purpose other than described in this user's guide.
- Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.

- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bag and filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

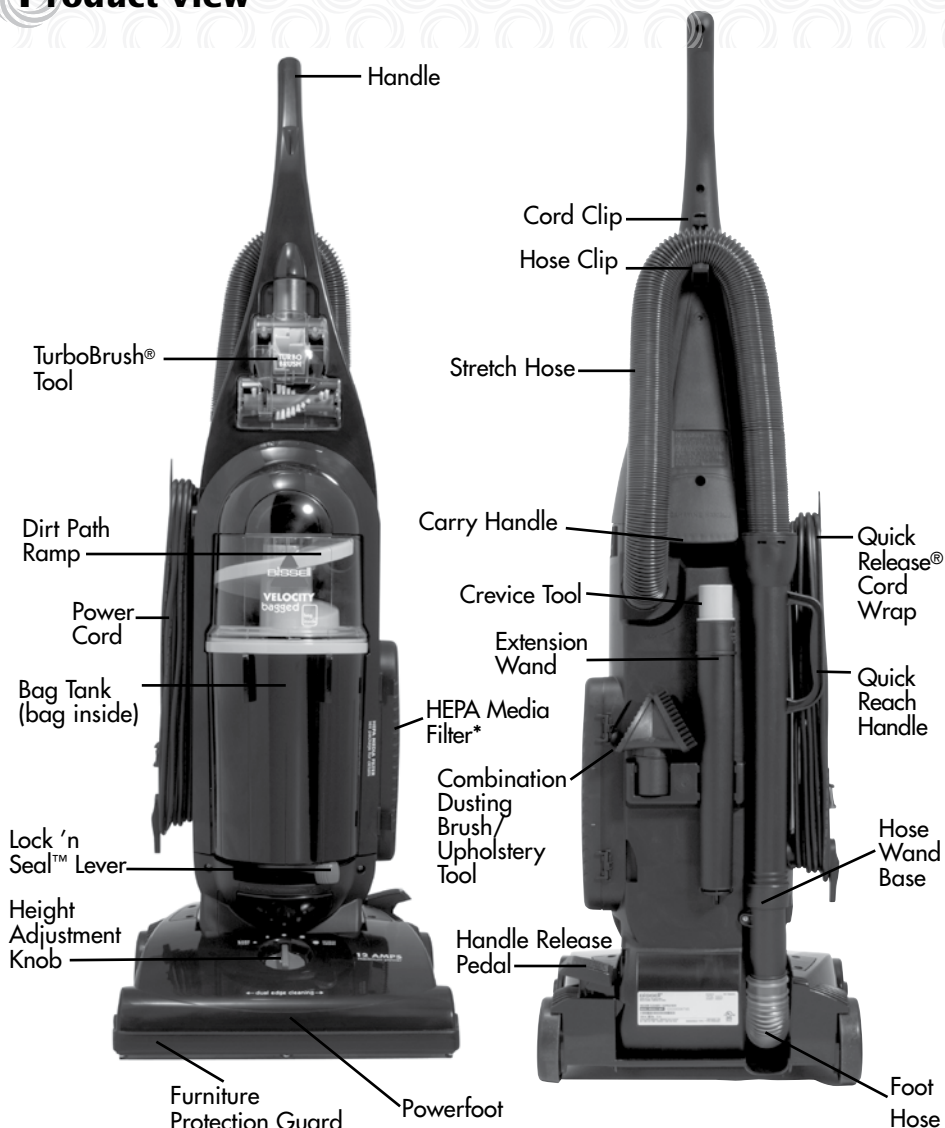
## **SAVE THESE INSTRUCTIONS. FOR FUTURE USE**

## **THIS APPLIANCE HAS A POLARIZED PLUG.**

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

This model is for household use only.

## Product view



### WARNING:

Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.



### WARNING:

Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

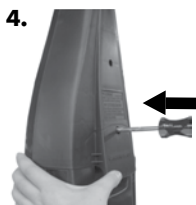
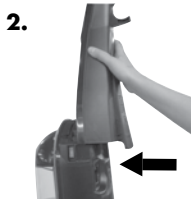
\*The filter media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 or the EN-1822-1:2009 HEPA standard.

# Assembly

The only tool you'll need to assemble your vacuum cleaner is a Phillips-head screwdriver.

## Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to it.
2. Stand the vacuum upright and slide the base of the handle firmly into the grooves at the top of the vacuum body.
3. Check to be sure the handle is fitted to the vacuum body. If there is a gap in front, continue to push firmly until the handle is flush.
4. Insert the screw provided from the screw packet into the existing hole. Tighten securely with a screwdriver.

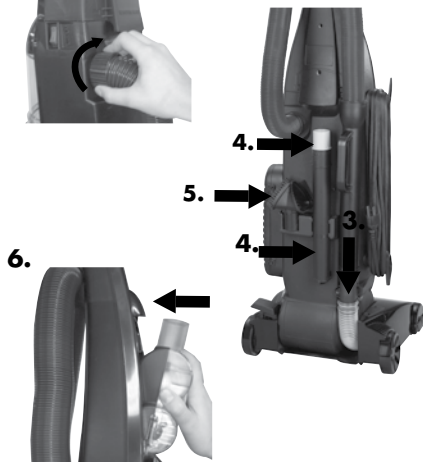


## Attach vacuum hose and tools

1. Attach the Twist 'n Snap™ hose by lining up the tabs on the base with the corresponding notches on the back of the vacuum.
2. Turn the Twist 'n Snap hose to the right to lock the hose into place.
3. Grasping the Quick Reach handle, slide the end of the hose wand onto the hose wand base. Snap the hose into the hose clip.

**NOTE: The Powerfoot will not suction properly unless the hose wand is firmly attached.**

4. Snap the extension wand and the crevice tool together into the storage clip.
5. Snap the combination tool into the storage clip.
6. Attach the TurboBrush Tool by aligning the small holes near the brush roll with the tabs at the bottom of TurboBrush Tool housing. Snap TurboBrush Tool into place.



# Assembly

## Install Febreze® vacuum bag

Never reuse a vacuum bag. Use only BISSELL bag model 3267 vacuum bags in your BISSELL Velocity Bagged vacuum.

Prior to installing the Febreze® bag, please follow these steps:

1. Remove the plastic bag that contains the Febreze® bag, which was included with your vacuum.

**NOTE: If difficult to open, you may need to use scissors to carefully cut open the bag.**

2. Locate the Febreze® scent tag at the bottom seal of the vacuum bag. Carefully pull the tab along the perforated lines in the center of the scent tag.

**NOTE: Only a portion of the overwrap should be removed.**

3. Discard the perforated piece of plastic you removed and proceed with the following installation instructions.

To install your vacuum bag:

4. Unplug cleaner from electrical outlet.
5. Remove the Bag Tank and detach the tank lid.
6. Align the bag opening with the tank lid inlet and attach the cardboard bag collar to the tank lid.
7. Attach the tank lid to the tank and reinsert the tank into the vacuum cleaner. Slide the Lock 'n Seal lever into the "Lock" position to secure the Bag Tank in place.

Experience the odor elimination technology and freshness of Febreze® as you vacuum with a Febreze® vacuum bag.

**NOTE: Do not operate vacuum cleaner without a vacuum bag.**

Febreze and related trademarks are owned by The Procter & Gamble Company, Cincinnati, Ohio and used under license by BISSELL Homecare, Inc.

## WARNING:

Do not operate cleaner with damp or wet filters or without vacuum bag and all filters in place.

2.



6.



7.



## NOTICE:

Unscented replacement bags are available on Bissell.com and through BISSELL Consumer Care. See page 14 for ordering information.

# Operations

## Handle position

Press the handle release pedal with your foot to place your Velocity Bagged vacuum into one of three cleaning positions.

1. **Upright** – For storage and above floor cleaning with tools.
2. **Normal cleaning** – Press handle release household floor cleaning tasks.
3. **Low cleaning** – With the vacuum in normal cleaning position, press handle release pedal again, use for reaching under low furniture such as tables, chairs or beds.

## Height adjustment

There are five height settings available for various floor surfaces. Turn the dial on the foot of the cleaner to the desired setting.

**Lowest setting** – For low pile carpet or bare floors. To pick up debris it may be necessary to move up one setting.

**Medium setting** – For medium pile carpet.

**Highest setting** – For high pile and most shag carpet.

**Note: For optimal carpet cleaning performance, adjust to the lowest practical setting. If your cleaner is difficult to push, adjust to the next higher setting.**

If the dial is difficult to turn, tilt the cleaner back slightly to take the weight off the foot while turning.

## Power switch

The power switch is located just below the handle on the side of the vacuum.

**I - ON      O - OFF**



## **CAUTION:**

Before using your vacuum, make sure that the dirt container is in locked position and that all filters (inner circular, outer circular, pre-motor and post-motor) are in place. Do not operate your vacuum without these filters.



## *Tip:*

Before cleaning under low furniture, check area first for objects that might harm the unit or block the vacuum hose.

## *Tip:*

Your vacuum features a Quick Release® cord wrap. To remove the power cord quickly and easily, rotate the upper cord wrap towards floor, and slip power cord from upper and lower cord wraps.



# Operations

## Transporting cleaner

1. To move your cleaner from room to room, put the handle in the upright position, tilt the cleaner back on its rear wheels and push forward.
2. The cleaner can also be moved by using the carrying handle.



## Special tools

Your BISSELL Velocity Bagged vacuum is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

1. Raise handle to upright position.
2. Grasp the Quick Reach handle and lift hose wand to separate from suction intake opening.
3. Attach tools by firmly pushing onto vacuum hose or extension wand.

**a. Crevice tool** – Use in tight narrow spaces.

**b. Combination dusting brush/upholstery tool**

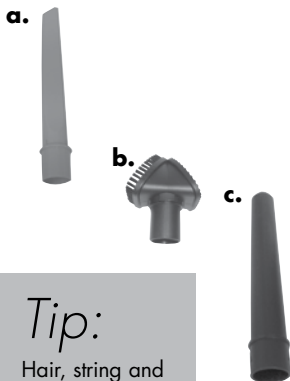
Two types of cleaning tools are included in one attachment. Rotate for desired tool. Use brush side to dust furniture, blinds, books, lamps, shelves and baseboards.

**c. Extension wand**

Use with desired attachment for a longer reach.

## NOTICE:

The floor brush will continue to rotate while you use your vacuum for above floor cleaning. To prevent carpet damage, do not lean on the vacuum or let the powerfoot tilt forward.



### Tip:

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

## CAUTION:

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carrying handle at the back of the cleaner. Always place vacuum cleaner on floor with handle in upright position when using tools. Never place your fingers under the cleaner when it is running. Never place powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush.

## NOTICE:

While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.



# Operations

## Power cord storage

When you have finished using your BISSELL Velocity Bagged vacuum, return it to the upright position and store the power cord.

1. Turn vacuum cleaner off.
2. Unplug power cord by grasping the polarized plug (NOT the cord) and disconnect from outlet.
3. Loop power cord around cord wraps on side of vacuum cleaner.
4. Clip molded plug to power cord to secure.

## Maintenance and care

To maintain maximum cleaning performance, the following maintenance steps must be performed:

### Replace Vacuum Bag

Never reuse a vacuum bag. Use only BISSELL Vacuum Bag Model 3267 in your BISSELL Velocity Bagged vacuum.

1. Unplug the vacuum cleaner from the electrical outlet.
2. Remove the Bag Tank and detach the tank lid.
3. Remove the used vacuum bag from the Bag Tank and dispose.
4. Using a new vacuum bag, align the bag opening with the tank lid inlet and attach the cardboard bag collar to the tank lid.
5. Attach the tank lid to the tank and reinsert the tank into the vacuum cleaner. Slide the Lock 'n Seal lever into the "Lock" position to secure the Bag Tank in place.

**NOTE: Do not operate vacuum cleaner without a vacuum bag.**

## WARNING:

To reduce the risk of electric shock, turn power switch OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

## CAUTION:

To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect plug from electrical outlet.

2. 
4. 
5. 

### Tip:

Vacuuming new carpet or fine powders may clog the vacuum bag. If you notice a reduction in suction or pickup, check and replace the vacuum bag, if necessary, to restore maximum performance.

## Maintenance and care

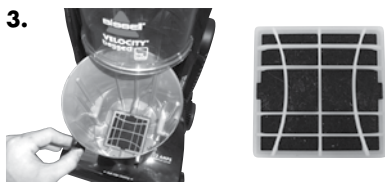
### Cleaning and replacing the pre-motor filter

Use only genuine BISSELL replacement filters in your Velocity Bagged vacuum.

1. Unplug the cleaner from electrical outlet.
2. Remove the Bag Tank and vacuum bag as described on page 9.
3. The pre-motor filter is located inside the Bag Tank. Remove the filter and its plastic cage. Separate the filter from the cage and wash by hand in warm water. Mild detergent may be used if desired. Rinse well, then air dry thoroughly before replacing the pre-motor filter.

### **WARNING:**

Do not operate cleaner with damp or wet filters or without all filters in place.



### Replacing the post-motor filter

Use only genuine BISSELL Style 9 (#32076) replacement filters in your BISSELL Velocity Bagged vacuum.

1. Unplug the cleaner from electrical outlet.
2. The post-motor filter assists in the filtration process to return clean air to the room. It is located behind the door on the side of the vacuum. When the filter becomes dirty, open the door, remove the filter and replace. The white, pleated HEPA Media Filter\* is not washable.

Post-Motor Filter



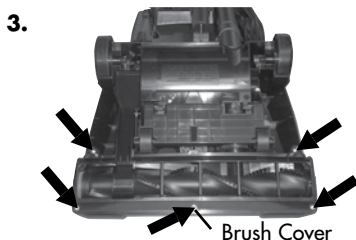
### Check rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of string, hair, and carpet fibers. These can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

1. Unplug the cleaner from electrical outlet.
2. Place handle in low position and turn vacuum cleaner over so bottom side is up.
3. Remove the five screws with a Phillips-head screwdriver. Lift the brush cover off.

### **CAUTION:**

To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect Power Plug from electrical outlet.



\*The filter media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 or the EN-1822-1:2009 HEPA standard.

# Maintenance and care

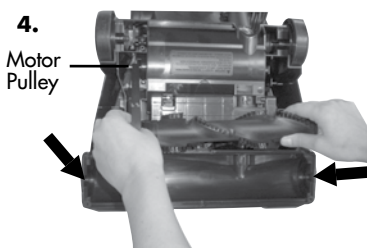
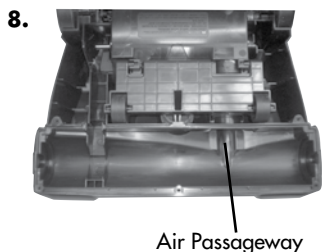
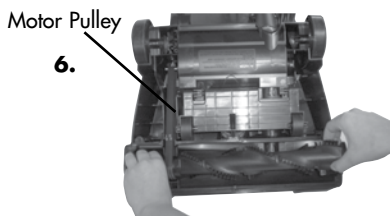
## **Check rotating floor brush and drive belt cont.**

4. Grasp rotating floor brush at both ends and lift.
5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.
6. Clean strings, hair and other debris from motor pulley and drive belt areas.
7. Check drive belt carefully for wear, cuts or stressed areas.
8. Check air passageway for obstructions. Remove debris from this area.

## **Replace drive belt**

Use only genuine BISSELL style 9 replacement belts (#32074) in your BISSELL Velocity Bagged vacuum.

1. Unplug the cleaner from electrical outlet.
2. With rotating floor brush removed from vacuum cleaner (steps 1-4 of Check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard old drive belt.
3. Place new drive belt over motor pulley and stretch other end over rotating floor brush in the space between the bristles.
4. Place ends of rotating floor brush down into slots on sides as shown.
5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, the drive belt will center itself on the rotating brush.
6. Reposition brush cover and screw back into place.



# Maintenance and care

## Clearing a clog

The Stretch Hose on the back of the vacuum cleaner that carries the dirt from the powerfoot to the vacuum bag can sometimes become clogged. If you notice a change in the sound of the vacuum motor, check for clogs.

1. Unplug the cleaner from electrical outlet.
2. Remove the bag tank from the vacuum cleaner by sliding the Lock 'n Seal lever from right to left into the "Unlock" position. Check the upper tank for build up or clogs.
3. To check the suction inlet for a clog, remove the Dirt Path Ramp by twisting clockwise and pulling the ramp straight down out of the upper tank. The suction inlet is located behind in the upper right corner of the upper tank.
4. Grasp the Quick Reach Handle and lift up to separate from the suction intake opening. Check for a clog in the base, the wand or the hose.
5. Remove the screw attaching the Hose Wand Base to the vacuum. Straighten the Hose Wand Base and unclog with a long, narrow object such as a broomstick.
6. If the clog persists, follow the instructions for Checking the rotating floor brush on pages 10-11 and inspect the air passageway for obstructions.



# Troubleshooting – Velocity Bagged vacuum

## Vacuum cleaner won't turn on

### Possible causes

1. Power cord not plugged in
2. Blown fuse/tripped breaker

### Remedies

1. Check electrical plug
2. Check/replace fuse or reset breaker.

## Vacuum cleaner won't pick up dirt

### Possible causes

1. Vacuum bag is full
2. Incorrect height adjustment
3. Hose not attached to suction opening
4. Twist 'n Snap hose not securely attached
5. Crack or hole in hose
6. Broken or worn drive belt
7. Rotating floor brush bristles worn
8. Rotating floor brush jammed
9. Clog in vacuum
10. Bag Tank not installed properly
11. Filters are dirty

### Remedies

1. Replace with new vacuum bag
2. Adjust powerfoot to correct height setting
3. Grasp Hose Wand and firmly push onto the Hose Wand Base
4. Make sure Twist 'n Snap hose is snapped into position
5. Check hose and replace if needed
6. Replace drive belt
7. Replace brush
8. Remove brush and clean debris from brush ends
9. Follow instructions for Clearing Clogs
10. Position correctly and lock in place
11. Check and clean or replace post-motor filters

## Tools won't pick up dirt

### Possible causes

1. Crack or hole in hose
2. Vacuum hose, wand or tools clogged

### Remedies

1. Check hose and replace if needed
2. Follow instructions for Clearing Clogs

## Vacuum cleaner is difficult to push

### Possible causes

1. Incorrect height adjustment
2. Rotating floor brush not rotating

### Remedies

1. Turn floor surface selector to next highest setting
2. Check drive belt and brush

**Other maintenance or service not included in the manual should be performed by an authorized service representative.**

**Thank you for selecting a BISSELL product.**

**Please do not return this product to the store.**

**For any questions or concerns, BISSELL is happy to be of service.  
Contact us directly at 1-800-237-7691.**

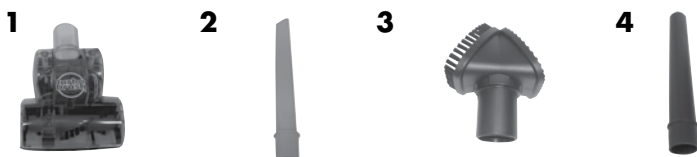
## Accessories – Velocity Bagged vacuum

These items are available for purchase as accessories for your **BISSELL Velocity Bagged vacuum**:

To purchase call **1-800-237-7691** or visit **www.bissell.com**.

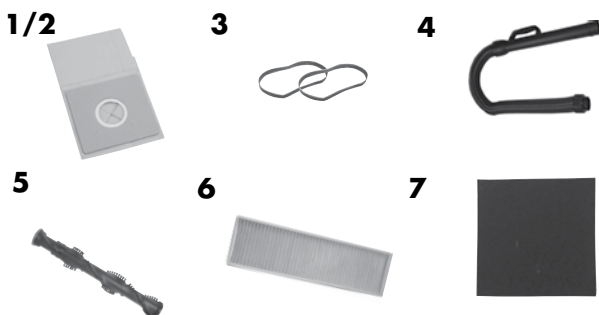
Item	Part No.	Part Name
1	203-2447	TurboBrush Tool
2	203-1063	Crevice Tool
3	203-1059	Combination Dusting Brush/Upholstery Tool
4	203-1084	Extension Wand

\*Not all parts are included with every model.



## Replacement Parts – Velocity Bagged

Item	Part No.	Part Name
1	3267	Febreze® BISSELL bag model 3267 (3-pack)
2	9932	BISSELL bag model 3267 (3-pack)
3	32074	Style 9 Drive Belt (2-pack)
4	203-2450	Hose Assembly
5	203-2448	Brush Dowel (13.5")
6	32076	Style 7/9/16 HEPA Media Filter*
7	203-2623	Pre-Motor Filter



\*The filter media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 or the EN-1822-1:2009 HEPA standard.

# Warranty – BISSELL Velocity Bagged vacuum

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care by E-mail, telephone, or regular mail as described below.

## Limited One Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for one year any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

## If your BISSELL product should require service:

Contact BISSELL Consumer Care to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Care.

### Website or E-mail:

[www.bissell.com](http://www.bissell.com)

### Or Call:

BISSELL Consumer Care

1-800-237-7691

Monday - Friday 8 am - 10 pm ET

Saturday 9 am - 8 pm ET

### Or Write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Consumer Care

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

**Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.**

### \*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow limitations on how long an implied warranty last so the above limitation may not apply to you.





## Don't forget to register your product!

Registering is quick, easy and offers you benefits over the lifetime of your product. You'll receive:

### **BISSELL Rewards Points**

Automatically earn points for discounts and free shipping on future purchases.

### **Faster Service**

Supplying your information now saves you time should you need to contact us with questions regarding your product.

### **Product Support Reminders and Alerts**

We'll contact you with any important product maintenance reminders and alerts.

### **Special Promotions**

Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

**Visit [www.bissell.com/registration](http://www.bissell.com/registration) now!**



## BISSELL Consumer care

For information about repairs or replacement parts, or questions about your warranty, call:

### **BISSELL Consumer Care 1-800-237-7691**

Monday - Friday 8 am — 10 pm ET

Saturday 9 am — 8 pm ET

Or write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Care

Or visit the BISSELL website - **[www.bissell.com](http://www.bissell.com)**

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: \_\_\_\_\_

Please record your Purchase Date: \_\_\_\_\_

**NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on page 15 for details.**



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